

07/23/2013

Fonda Osborn
President, National Union Of Hospital And Health Care Employees
District 1199NM, AFSCME/AFL/CIO
1404 Taos Street, Suite B
Santa Fe, NM 87505

Dear Ms. Osborn:

From July 8 to 11, 2013 an investigation was conducted at St Vincent Hospital in response to your complaint received by the Health Facility Licensing & Certification Bureau on June 13, 2013.

The investigators reviewed pertinent medical records, policies and procedures, and schedules. Interviews were conducted with staff, residents and family members as appropriate. Observations were made in all necessary areas of patient care.

At the time of the investigation the facility was found to be in compliance with applicable regulations. Thus, your complaint is unsubstantiated.

Thank you for the opportunity to look into the issues you raised in your complaint.

Sincerely,



Complaints Manager
Health Facilities Licensing & Certification Bureau